

Employee Self Service Assistance

Having Trouble Logging In? Check the following:

Logon ID is your 8 digit personnel number

- Include any preceding zeros if your number is less than 8 digits (ex: 00123456)

Password is case sensitive

Check for dots appearing automatically in the 'Password' field. This means you have SAVED passwords and this is not recommended as it makes it more difficult when the password must be changed

You are using a [supported browser](#)

Password expires every 90 days

You must have a valid e-mail address in your ESS account to reset your own password – **see reset password instructions on the next page**

If you are unable to reset your own password, contact DES Service Center at information@dop.wa.gov for assistance. Please provide the following information:

Agency

8-digit Personnel Number

Contact information

Best time to be reached

Note: If you do not remember or do not know your personnel number, [contact your agency's HR/Payroll office](#).

DES Service Center contact information

Local Phone: 360-664-1960

TTY: 360-664-6211

Toll Free: 1-877-664-1960

E-Mail: information@dop.wa.gov

Reset Password Instructions:

1. Go to <https://wahrms.wa.gov> to get to HRMS Portal (you should see a picture of Mt. Rainier)
2. Click on 'Forgot Password' link
3. Enter your Logon ID, this is your 8-digit personnel number
4. Enter the email address associated with your ESS account
5. Click Submit
6. The screen will show the message 'New password was assigned and sent by email'
7. Click Continue

You will receive an email with a system generated password from no-reply@dop.wa.gov. The system generated password is 10 digits in length.

8. Enter your 8-digit personnel number
 - a. If dots automatically appear in the 'Password' field, clear the dots
9. COPY (Ctrl+C) the temporary password from the email and PASTE (Ctrl+V) into the 'Password' field on the webpage
10. Click Logon
11. The screen will show the message 'Password has expired'
12. Re-enter (re-paste) the temporary password in the 'Old Password' field
13. Create a new password
 - a. Must be a fresh password (ESS remembers the last 9 passwords used)
 - b. Must be at least 8 and no more than 10 characters long
 - c. Must include a letter, a number and a special symbol (ex. lucky#12)
14. Re-enter the new password
15. Click Change